

Appendix 1

Appropriate Vocabulary When Talking or Writing About People with Disabilities

Most advocacy groups stress the need to use “people-first” language. Such language places the focus on the individual before the disability. The following suggestions are based on recommendations by Easter Seals (1999; www.easter-seals.org) and Kids with Special Needs Awareness Activity by The Learning Works (www.learningworks.com).

DO USE

“the person (or people) who has disabilities”

the name of the disability and respectful language

“a person has”

“people with disabilities”

“people with epilepsy”

“a person who uses a wheelchair,” “a person who leaves their home with assistance”

use “able-bodied” or “nondisabled” for people who do not have disabilities

“a person who is nonverbal”

“a person who is deaf”

“a person with developmental or intellectual disabilities,” “a person who has Down syndrome”

“a person who has a seizure disorder”

“cleft palate”

“a person who is paralyzed”

“a person of short stature”

mention the disability only when it is relevant to the discussion

depict the average accomplishments of or typical achievers, not just the superachiever

depict people with disabilities as experiencing the same pain or pleasure as others in the community and as working in the community

AVOID

the anything: “the handicapped,” “the blind” “the deaf,” and so on

“victim,” “crippled,” “cripples,” “invalid,” “patient,” “lame,” “unfortunate,” “pitiful,” “poor,” “crip,” “deformed,” “blind as a bat,” “freak,” “vegetable”

“afflicted with” or “afflicted by”

“disabled persons,” “blind people,” “deaf people” (put the person before the disability)

“epileptics,” “spastics,” “CP”

“wheelchair bound,” “confined to a wheelchair,” “homebound”

“normal” or “healthy people”

“mute” or “dumb”

“deaf and dumb”

“retarded,” “a retard,” “slow,” “moron,” “idiot,” “mongoloid”

“has fits”

“harelip”

“invalid” or “paralytic”

“dwarf” or “midget”

mentioning a person’s disability, unless it is relevant to the discussion

comparing a typical person with a disability to the exceptional person

portraying people with disabilities as being more courageous, brave, or inspirational than other people; glamorizing people who have adapted to their disabilities and focusing on them without a social context

Appendix 2

Agencies and People Contacted

Thanks to the following people whom we interviewed and who advised us in preparing this publication.

Disabilities

Badger Association of the Blind and Visually Impaired
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414-258-9200

Badger Prairie Health Care Center
Charlie Smith
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608-845-6601

Brown County Association for Retarded Citizens
1673 Dousman Street, Green Bay, WI 54303-3209
920-498-2652

Catholic Charities, Developmental Disability Counseling
Laura Keshner, director
2020 E. Milwaukee Street, Janesville, WI 53545-2600
608-752-4906

Center for Deaf-Blind Persons
Diane Jones, director, and Ruth Silver
3195 S. Superior Street, Milwaukee, WI 53207-3050
414-481-7477

Franciscan Skemp Healthcare
Siena Hall Day Treatment Center
Linda McArthur
608 S. Eleventh Street, La Crosse, WI 54601
608-784-6010

Good Day Café
Tom and Joanne Jeray, owners
101 S. Webster Avenue
P.O. Box 7841, Madison, WI 53707-7841
608-251-0157

Independence First
Lonnie McFadden
600 W. Virginia Street, Suite 301, Milwaukee, WI 53204-1500
414-291-7520

Kenosha County Alcohol Abuse and Development Disabilities and Mental Health
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262-653-3880

La Crosse County Human Services Department
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608-785-6101

Laura Lusk, parent, Verona, WI
Milwaukee Center for Independence
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414-272-1344

Options for Independent Living
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P.O. Box 11967, Green Bay, WI 54307-2516
920-490-0500

St. Coletta's School
Sister Ruth Marie
W4955 Hwy. 18, Jefferson, WI 53549-9799
920-674-4330

United Cerebral Palsy
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414-329-4500

University of Wisconsin-Madison
Facilities Planning and Management
Facilities Access
Marcia Carlson
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608-263-3021

University of Wisconsin-Madison
McBurney Disability Resource Center
Barbara Lafferty, office manager
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608-263-2741

Wisconsin Association of the Deaf
Jim Powell, WADNet Post Editor and Webmaster
www.wi-deaf.org
608-825-9791 (TTY)

Wisconsin Council of the Blind
Marshall Flax, low-vision specialist
Dick Pomo, executive director
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608-266-3109 and 608-255-1166

Wisconsin Department of Health and Family Services, Bureau for the Blind
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608-266-3109

Wisconsin Department of Health and Family Services, Bureau for the Deaf and Hard of Hearing
Alice Sykora and Linda Huffer
1 W. Wilson Street, Madison, WI 53707-7851
608-266-5241

Wisconsin Regional Library for the Blind and Physically Handicapped
Marsha Valance, regional librarian
William Graczyk, Braille Readers' Advisory
813 W. Wells Street, Milwaukee, WI 53233-1436
800-242-8822 (in-state)

Wisconsin School for the Deaf and Educational Service Center for the Deaf and Hard of Hearing
Alex Slappy, superintendent
309 W. Walworth Avenue, Delavan, WI 53115-1027
262-740-2066

Jayne Wittenmeyer, parent, Mt. Horeb, WI

Literacy

Baraboo Literacy Association
Bea Statz
c/o Baraboo Public Library
230 Fourth Avenue, Baraboo, WI 53913-2118
608-356-6998

Barbara Manthei, formerly with the Governor's Office for Literacy and Lifelong Learning

Chippewa Valley Technical College
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620 W. Clairemont Avenue, Eau Claire, WI 54701-6120
715-838-9202

Council for the Spanish Speaking, Inc.
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414-384-7420

Head Start, Dane County Parent Council
Barb Rice, adult education specialist
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Indo-Chinese Learning Center
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La Crosse County Justice Sanctions Program
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608-785-5547

La Crosse County Juvenile Detention Facility
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Literacy Council of Wood County, Inc.
Jan Gordon
630 S. Central Avenue, Marshfield, WI 54449-4196
715-387-6622

Literacy Services of Wisconsin
Mary Sterns
2724 W. Wells Street, Milwaukee, WI 53208-3530
414-344-5878

Madison Area Literacy Council
Gregory Markle
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608-244-3911

Marathon County Literacy Council
Nell Anderson, president
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715-849-8385

The Neighbors' Place
Jennifer Lund, education coordinator
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715-845-1966

Northcentral Technical College, Literacy Volunteer Tutor Program
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Racine Literacy Council
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Spanish Center
Danielia Cuevas
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262-657-2160

Waukesha County Jail
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262-548-7177

Winnebago County Literacy Council
Lisa Ellis
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920-236-5185

Poverty

Christine Ann Domestic Abuse Services
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920-729-5727

Eau Claire City and County WIC
Cheryl Yarrington, head of service
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715-839-5051

Everyone Cooperating to Help Others (ECHO, Inc.)
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608-754-5333

House of Mercy
Ron DelCiello, director
320 Lincoln, Janesville, WI 53545-4616
608-754-0045

Hunger Task Force
Sherrie Tussler, executive director
201 S. Hawley Road, Milwaukee, WI 53214
414-777-0483

Milwaukee Rescue Mission and Joy House
Richard Trickel, associate director of administration
830 N. Nineteenth Street, Milwaukee, WI 53233-1616
414-344-2211

Oshkosh Workforce Development Center
 Dianna Ruppier, Career Pros, Inc.
 315 Algoma Boulevard, Oshkosh, WI 54901-4773
 920-232-6200

Polk County Health Department, WIC, Birth to 3
 Andrea Siefert
 300 Polk County Plaza, Suite 10, Balsam Lake, WI
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 715-485-8523

Price County Health Department
 Vickie Petrashek
 104 S. Eyder Avenue, Phillips, WI 54555-1342
 715-339-3054

Second Harvest
 Bob Mohelnitzky
 2802 Dairy Drive, Madison, WI 53718-6751
 608-223-9121

Seniors

AARP Wisconsin
 D'Anna Bowman
 3 S. Pinckney, Suite 801, Madison, WI 53703-2880
 608-286-6301

Beloit Senior Center
 John C. Kalkirtz
 631 Bluff Street, Beloit, WI 53511-6103
 608-364-2875

Calumet Homestead Rehabilitation Center
 Marlene Schneider, director of activities
 1712 Monroe Street, New Holstein, WI 53061-1307
 920-898-4296

Clinton Rose Senior Center
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 414-263-2255

Dane County Area Agency on Aging
 Rita Odegaard
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 608-224-3663

ElderCare of Dane County
 Jeni Synnes and Carmen Kophamer
 2802 International Lane, Madison, WI 53704-3124
 608-245-3004 and 608-218-1690

Kenosha County Department of Aging
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 5407 Eighth Avenue, Kenosha, WI 53140-3715
 262-605-6646

Manitowoc County Aging Resource Center
 Judy Rank, director
 4319 Expo Drive, Manitowoc, WI 54220-7305
 920-683-4180

Meriter Senior Adult Services
 Carla Fears
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 608-284-3344

Outagamie County Aging Services, Department of Health
 and Human Services
 Bonne Elias-Planner, aging services supervisor
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 920-832-5145

Ozaukee County Aging Services
 Mary Ferrell
 121 W. Main Street, Port Washington, WI 53074-1813
 262-238-8125

Rock County Retired and Senior Volunteer Program
 Christine Schlichting
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 608-362-9593

Senior Services of Rock County
 Peg Edge
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 608-757-5940

Sheboygan Health and Human Services, Division on Aging
 Jim McCabe
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Sheboygan Senior Center
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Thompson Community Center, Senior Connection
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United Refugee Service of Wisconsin
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Wisconsin Board on Aging and Long Term Care
 Laura Gilles
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Appendix 3

Wisconsin Public Library Standards

Standards Related to Special Needs Populations

The *Wisconsin Public Library Standards*, third edition, put out in 2000 by the Wisconsin Department of Public Instruction DLTCL, indicates that all Wisconsin residents need and deserve at least a basic level of library service. The standards provide a way to measure a basic level of quality for public library service and also provide a pathway to excellence in library service. The following standards, taken from that publication, are related to special needs populations.

Services to Populations with Special Needs

Persons with special needs include individuals of all ages who often face barriers to their use of public library services. These barriers may be physical, as in the case of persons with physical or developmental disabilities, or those who are homebound or incarcerated or who live in residential care facilities. Barriers also can be psychological. For example, low-income individuals may think that it costs money to join the library or fear incurring overdue fines. Other persons who may experience psychological barriers to their use of the public library are persons with mental illness, adult new readers, individuals from diverse cultural backgrounds, and new immigrants with limited English-speaking ability.

Because persons with special needs are seldom among the library's traditional patrons, often they are invisible members of the community. However, good planning will identify all the library's potential constituencies, including individuals with special needs. The library can then develop specific strategies for reaching them and providing materials in formats they can utilize.

Governance and Administration

- The library is in compliance with federal laws that affect library operations, such as the Americans with Disabilities Act and the Fair Labor Standards Act.
- The library board meets monthly (with the library director in attendance) at a time and in a physically accessible location convenient for the board and the community and in accordance with the state law on open meetings and the Americans with Disabilities Act.
- The library board is invited to participate in the diversity and ability awareness training provided to staff.
- Annually, the library implements a number of generally accepted publicity techniques; the choice of which techniques to employ will be based on the characteristics of the community, including the needs of persons with disabilities, adult new readers, and those with limited English-speaking ability.
- The library uses non-print media (such as cable TV or radio) and accessible formats (such as large print or audiotapes) to promote its programs to persons with disabilities and adult new readers.
- The library develops specific strategies to inform patrons with disabilities, non-English-speaking patrons, and adult new readers of its materials, programs, and services, including dissemination of publicity materials in alternate formats, in languages other than English, and using basic vocabulary.

Staffing for Public Libraries

- The library board has adopted a set of personnel policies outlining the conditions and requirements for employment of library staff, and these policies are consistent with state and federal regulations, including the Fair Labor Standards Act, the Americans with Disabilities Act, and relevant court decisions. The board reviews the policies at least once every three years.
- The library has a written personnel classification plan describing the job duties of each staff member, any educational and experience requirements, the physical requirements of the job, and salary range. The plan ensures that all qualified individuals have an equal opportunity for employment.
- The library has staff trained to assist patrons with disabilities in the effective use of assistive devices and adaptive software used in the library.
- The staff receives diversity and ability awareness training for communicating with library patrons and coworkers, including persons with physical and mental disabilities, those from diverse cultural backgrounds, adult new readers, and individuals with limited English-speaking ability.

Collection and Resources

- The library cooperates in collection development with other local, area, and state-level libraries of all types, including the Wisconsin Regional Library for the Blind and Physically Handicapped, to provide a wide range of resources in a variety of formats to meet the needs of the community.
- The library provides access to resources in a variety of formats to ensure equal access for persons of all ages with disabilities, in compliance with the Americans with Disabilities Act. Formats may include books on cassette and in Braille, electronic formats, and closed captioned, described, or signed video.
- The library provides access to adult basic-skills and English-as-a-Second-Language materials with reading levels and formats appropriate to meet the needs of patrons who are adult new readers or who have developmental disabilities or limited English speaking skills.
- The library has, or provides access to, electronic information resources for its staff and its patrons, including those with disabilities. This may be accomplished through a variety of means, including online database searching, CD-ROM databases, digitized materials, locally mounted databases, remote full-text databases, and access to the Internet.
- The library provides assistive technology to ensure access to electronic resources for persons with disabilities.

Services

- The library maintains policies and/or procedures regarding the public services it provides, such as reference and information services, programming services, services to children and young adults, and services to patrons with special needs.
- The library participates in system-level planning for services to special needs populations and youth.
- The library provides reference and readers' advisory services to residents of all ages and levels of literacy in person, by telephone, and by text telephone (TTY) the entire time it is open. Other means of providing reference service are also considered (e.g., fax or e-mail).
- The library provides reference and readers' advisory services to patrons with disabilities in formats they can utilize.
- The library supports patron training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
- Public programs provided by the library are free of charge and in physically accessible locations for children, young adults, and adults. The library provides the necessary accommodations to enable per-

sons with disabilities to participate in a program and advertises the availability of the accommodations in the program announcement.

Access and Facilities

- The library takes action to reach all population groups in the community. Appropriate services may include homebound services; deposit collections for childcare facilities, schools, institutions, and agencies; books-by-mail services; bookmobile service; programs held outside the library; and remote access to the library online catalog and other resources.
- The library ensures access to its resources and services for patrons with disabilities through the provision of assistive technology and alternative formats, in compliance with the Americans with Disabilities Act.
- The library's online catalog and other electronic resources are accessible to persons with disabilities through the use of adaptive and assistive technology.
- The library has a telephone system adequate to meet public and staff needs including at least one TTY, with numbers listed in both white and yellow pages. A voice mail system or answering machine provides basic library information to callers during times the library is not open.
- The library has allocated space for child and family use, with all materials readily available, and provides furniture and equipment designed for children and persons with disabilities.
- The library building and furnishings meet state and federal requirements for physical accessibility, including ADA Accessibility Guidelines for Buildings and Facilities (ADAAG at <http://www.access-board.gov/bfdg/bfdg.htm>).
- In compliance with ADAAG, the library provides directional signs and instructions for the use of the collection, the catalog, and other library services in print, alternate formats, and languages other than English, as appropriate.
- The library's accessible features (such as entrance doors, restrooms, water fountains, and parking spaces) display the International Symbol of Accessibility.

